

CLAIMS

WHAT IS CLAIMED IS:

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1. In association with a computer system for managing a constituent contact system comprising a communications network, a contact engine, and an agent user interface, a method for training a contact agent to perform interaction duties, the method comprising the steps of:

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scheduling a training session so that the contact agent can accept training materials without disrupting the interaction duties of the contact agent; and

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delivering the training materials during the scheduled training session to the contact agent over the communications network.

2. The method according to Claim 1 wherein the scheduling step comprises the steps of:

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accepting agent schedule data from a workforce management component of the constituent contact system that schedules and manages the interaction duties of the contact agent; and

analyzing the agent schedule data to determine whether the contact agent is scheduled for training.

3. The method according to Claim 2 further comprising the step of monitoring the contact agent's interaction with the agent user interface to determine whether the contact agent is communicating with a constituent and is thus unavailable for training.

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4. The method according to Claim 2 further comprising the steps of:

prompting the contact agent during the scheduled training session to provide notice that training material is available; and

10 receiving an acknowledgement from the contact agent indicating that the contact agent is ready to receive the training material.

5. The method according to Claim 2 further comprising the step of disconnecting the contact agent from the contact engine before
15 the training material delivery step.

6. The method according to Claim 2 wherein the scheduling step further comprises the steps of:

accepting agent workload data from a work
20 distribution component of the constituent contact system that routes interaction duties to the contact agent; and

analyzing the agent workload data to determine whether the contact agent is available for training.

25 7. The method according to Claim 6 further comprising the step of monitoring the contact agent's interaction with the agent user

interface to determine whether the contact agent is communicating with a constituent and is thus unavailable for training.

8. The method according to Claim 6 further comprising
5 the steps of:

prompting the contact agent during the scheduled training session to provide notice that training material is available;

receiving an acknowledgement from the contact agent indicating that the contact agent is ready to receive the training material;

10 disconnecting the contact agent from the contact engine before the training material delivery step;

terminating the training material delivery step in response to the agent workload data exceeding a predetermined threshold; and

15 connecting the contact agent to the contact engine after the training material delivery step.

9. The method according to Claim 1 wherein the scheduling step comprises the step of accepting agent workload data from
20 a work distribution component of the constituent contact system that routes interaction work to the contact agent, and further comprising the steps of:

building a workload data history from the agent workload data, the workload data history including agent workload data
25 as a function of time;

predicting whether the contact agent is available for training, based on the workload data history and the agent workload data; and

5 monitoring the contact agent's interaction with the agent user interface to determine whether the contact agent is communicating with a constituent and is thus unavailable for training.

10 10. The method according to Claim 9 further comprising the step of terminating the training material delivery step in response to the agent workload data exceeding a predetermined threshold.

11. A method for managing a call center including a communications network, the method comprising the steps of:

15 scheduling an information delivery session so that a call center agent having customer call duties can receive information without disrupting the customer call duties of the agent; and

delivering the information during the scheduled information delivery session to the agent over the communications network.

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12. The method according to Claim 11 wherein the scheduling step comprises the steps of:

25 accepting agent schedule data from a workforce management component of the call center that schedules and manages the customer call duties of the agent; and

analyzing the agent schedule data to determine whether the agent is scheduled to receive information.

13. The method according to Claim 12 wherein the scheduling step further comprises the steps of:

- accepting agent workload data from a call distribution
- 5 component of the call center that routes customer calls to the agent; and
- analyzing the agent workload data to determine whether the agent is available to receive information.

14. The method according to Claim 11 wherein the
10 scheduling step comprises the step of accepting agent workload data from a call distribution component of the call center that routes customer calls to the agent.

15. In association with a communications system for
15 managing communications between an organization and its constituents, the system including a communications network, a computer-readable medium having computer-executable instructions comprising:

a scheduling component adapted to:

accept, from the system, agent schedule data including data regarding the assignment of a constituent communications agent within the organization to perform communications duties via the system;

analyze the agent schedule data to determine when the agent is scheduled to receive information; and

schedule an information delivery session for the agent;

a monitoring component adapted to monitor the agent's communications with constituents to determine therefrom whether the agent is available to receive information; and

a delivery component adapted to deliver information to the agent over the communications network when the agent is both scheduled and available to receive information.

16. The computer-readable medium according to Claim 15 having further computer-executable instructions comprising an agent communications component adapted to:

prompt the agent during the scheduled information delivery session to provide notice that information is available; and

receive an acknowledgement from the agent indicating that the agent is ready to receive the information.

17. The computer-readable medium according to Claim 15 wherein the delivery component is further adapted to discontinue

communications between the agent and constituents before delivering the information.

18. The computer-readable medium according to Claim
5 15 wherein the scheduling component is further adapted to:

accept agent workload data from a work distribution component of the system that routes constituent communications assignments to the agent; and

analyze the agent workload data to determine whether
10 the agent is available to receive information.

19. The computer-readable medium according to Claim
18 having further computer-executable instructions comprising an agent communications component adapted to:

15 prompt the agent that information is available; and
receive an acknowledgement from the agent indicating that the agent is ready to receive information;

wherein the delivery component is further adapted to:
discontinue communications between the agent
20 and constituents before delivering the information; and

commence communications between the agent and constituents after delivering the information.

20. In association with a communications system for
25 managing communications between an organization and its constituents, the system including a communications network, a computer-readable medium having computer-executable instructions comprising:

a scheduling component adapted to:

accept agent workload data from a work distribution component of the system that routes constituent communications assignments to a constituent communications agent within the organization, wherein the agent performs communications duties via the system; and

analyze the agent workload data to determine whether the agent is available to receive information; and

schedule an information delivery session for the agent;

a monitoring component adapted to monitor the agent's communications with constituents to determine therefrom whether the agent is available to receive information; and

a delivery component adapted to deliver information to the agent over the communications network during the information delivery session when the agent is both scheduled and available to receive information.

21. The computer-readable medium according to Claim 20 having further computer-executable instructions comprising a workload prediction component adapted to:

build a workload data history from the agent workload data, the workload data history including agent workload data as a function of time; and

predict whether the agent is available to receive information, based on the workload data history and the agent workload data.

22. The computer-readable medium according to Claim
20 wherein the delivery component is further adapted to cease delivering
information to the agent over the communications network when the
5 agent workload data exceeds a predetermined threshold.